



# **VCA Sacramento Veterinary Referral Center**

## *Intermediate and ICU Care Wards and Ward Visitation Guide*

Welcome to VCA Sacramento Veterinary Referral Center and the Intermediate & ICU Care Ward Units! The doctors, veterinary technicians, veterinary assistants, and administrative personnel understand your pet's hospitalization may evoke anxiety as your pet is away from his/her home environment. Please know we feel visiting your pet may be an important aspect of his/her recovery, and we will do all that is possible to ensure your visit with your beloved companion is a pleasant experience.

Our primary responsibility is ensuring the highest level of compassionate patient care for all pets hospitalized in the Intermediate and ICU Care Wards. Thus, during your visit to VCA Sacramento Veterinary Referral Center, a member of the technical staff may need to briefly interrupt your visit to perform a treatment(s) and/or administer a medication(s) to your pet and/or an animal in an adjoining area.

### **Intermediate Care Ward Nursing Unit Visiting Hours**

Monday – Friday	12 PM – 2 PM & 7 PM – 9 PM
Saturday – Sunday	12 PM – 2 PM
Holidays	12 PM – 2 PM

### **Visitation Guidelines**

- A. You must remain with your pet during your visit to the Intermediate/ICU Care Wards, and refrain from interacting with other hospitalized patients. Many of the pets in the ICU and Intermediate Care Ward Units are very ill, and may not benefit from the attention of strangers. If children accompany you during your visit, you must ensure they remain at your side at all times to avoid possible accident and/or injury. Children under 12 years of age are not allowed in ICU.
- B. Please do ***not*** leave any of your pet's belongings, including leash, collar, and/or carrier, at our hospital. Additionally, we do ***not*** encourage you to leave personal items, such as blankets, toys, and/or bedding, with your pet during his/her hospitalization. We *cannot* ensure you will receive these special items back at the time of your pet's discharge from our care due to our large volume of laundry.
- C. Should you wish to walk your dog outside during your visit, you must first obtain the permission of one of the veterinary technicians or assistants in the ICU or Intermediate Care Ward. For the safety of your pet, please make sure you only walk your pet in the designated area(s) and always keep your pet on leash. Additionally, if your pet is receiving intravenous fluid therapy, you will only be allowed to walk your dog outside for a maximum of fifteen (15) minutes to ensure your pet's treatment schedule is not compromised.
- D. Due to individual doctors' appointment schedules and emergency/critical care patients, we *cannot* guarantee your pet's doctor will be available to speak with you during your visit in the ICU or Intermediate Care Ward. We appreciate your understanding in this matter as we strive to provide the highest quality of care for all patients at VCA Sacramento Veterinary Referral Center.
- E. In general, our veterinary technicians and animal care staff are ***not*** allowed to relay laboratory test data. Please understand your pet's doctor will happily discuss all diagnostic test results with you at the time you receive daily patient update(s) regarding your pet from him/her.

Please know "your pet's health is our top priority and excellent service is our goal." Should you have questions and/or concerns regarding your pet's hospitalization in the ICU or Intermediate Care Ward, please ask to speak with Heidi Thornton, Hospital Manager for VCA Sacramento Veterinary Referral Center.